# NONRESIDENTIAL MARKET SHARE TRACKING STUDY

# APPENDIX H PHASE 2 PHONE RECRUITING SURVEY INSTRUMENT

Prepared For:

**California Energy Commission** 

Prepared By:

**Aspen Systems Corporation** 

With

Williams-Wallace Management Consultants Robert Thomas Brown Company



CONSULTANT REPORT

April 2005 CEC 400-2005-013-AP8

## **Appendix H**

## **Phase 2 Phone Recruiting Survey Instrument**

Changes from Phase 1 are hand drawn.

PRESS "1" TO START.

PRESS "EXT" AND AT FIRST DIAL TONE,
PRESS "CHARGE" BUTTON, THEN 300530.

AT SECOND DIAL TONE, DIAL 9-1-AREA CODE-PHONE NUMBER.
PRESS "1" TO RESTART INTERVIEW.

PROJECT: California Energy Commission NRMSTS Telephone Recruitment (Revised)

TYPE:

Industrial Production Facilities

DATE: November

November 6, 2001

#### 2. Question CONTINFO

CONT		LST:
COMPA PHONI		EXT
	DOES	THE CONTACT FIELD ABOVE CONTAIN A "REAL" NAME?
	1 2	YES NO (GENERIC "FACILITIES ENERGY MANAGER" OR BLANK)
	DO T	HE CONTACT AND LST FIELDS CONTAIN THE SAME NAME?
	1 2	YES NO
	DOES	THE TITLE FIELD ABOVE CONTAIN A "REAL" TITLE?
	1 2	YES NO

<del></del>
_

LST: TITL COMP PHON	E: ANY:	EXT	
1.	Corp spea	o. My name is [INTERVIEWER NAME], and I'm call coration, on behalf of the California Energy Comesk with (the) (CONTACT/TITLE)? ASKED WHAT THIS IS ABOUT, PRESS "F1" OR CLICK C	mission. May I please
	1	CONTACT AVAILABLE NOW (CALL TRANSFERRED)	[SKIP TO CALLCHEK]
	^	COMPACE ANGLEDED DUONE	
	2	CONTACT ANSWERED PHONE	[SKIP TO Q.15]
	3	CONTACT ANSWERED PHONE CONTACT NOT AVAILABLE RIGHT NOW	[SKIP TO Q.15] [SKIP TO Q.2.b]
			•
	3	CONTACT NOT AVAILABLE RIGHT NOW	[SKIP TO Q.2.b]
	3 4	CONTACT NOT AVAILABLE RIGHT NOW CONTACT AT DIFFERENT NUMBER	[SKIP TO Q.2.b]

We're following up on a letter from Commission Chairman Keese to your company concerning an important project that will help California businesses find cost-effective ways to reduce their electricity demand.

[PRESS "ENTER" OR CLICK ON "OK" TO RETURN TO QUESTION]

#### 6. Question Q2 INTRO

#### IF NEW PERSON ON LINE:

2.a Hello. My name is [INTERVIEWER NAME], and I'm calling from Aspen Systems Corporation, on behalf of the California Energy Commission.

IF Q.1 = 5

2.a Perhaps you can help me anyway . . .

#### 7. Question Q2\_A

PHON	EXT.	LST:	
2.a	[DISPLAY APPROPRIATE INTRODUC	CTION FROM ABOVE]	
	businesses use energy, I need	ect to gather real-world data about how d to speak to someone who is highly anical and electrical equipment for	
	(COMPANY)		lat
	(ADDRESS)	in	
(CITY) The best person would generally be the			ha
	(СТТТ)	. The best person would generally be t	.110
	energy manager, chief enginee	er, plant engineer, plant manager, or	
	energy manager, chief enginee facilities manager. Could yo	er, plant engineer, plant manager, or ou give me the contact information for or	e of
	energy manager, chief enginee facilities manager. Could yo	er, plant engineer, plant manager, or	e of
	energy manager, chief engineer facilities manager. Could you these people? [IF ASKED WHAT	er, plant engineer, plant manager, or ou give me the contact information for or	e of
	energy manager, chief engineer facilities manager. Could you these people? [IF ASKED WHAT]  1 YES (CAN PROVIDE NAME)	er, plant engineer, plant manager, or ou give me the contact information for or THIS IS ABOUT, PRESS "F1" OR CLICK ON '	e of
	energy manager, chief engineer facilities manager. Could you these people? [IF ASKED WHAT]  1 YES (CAN PROVIDE NAME) 2 YES (CALL TRANSFERRED WI	er, plant engineer, plant manager, or ou give me the contact information for or THIS IS ABOUT, PRESS "F1" OR CLICK ON '	ne of  HELP"]
	energy manager, chief engineer facilities manager. Could you these people? [IF ASKED WHAT]  1 YES (CAN PROVIDE NAME)	er, plant engineer, plant manager, or ou give me the contact information for or THIS IS ABOUT, PRESS "F1" OR CLICK ON '  [SKIP TO Q.6] [THOUT GETTING NAME]  [SKIP TO CALLO	ne of  HELP"]
	energy manager, chief engineer facilities manager. Could you these people? [IF ASKED WHAT]  1 YES (CAN PROVIDE NAME) 2 YES (CALL TRANSFERRED WITH STREED WITH STRE	er, plant engineer, plant manager, or ou give me the contact information for or THIS IS ABOUT, PRESS "F1" OR CLICK ON '  [SKIP TO Q.6] [THOUT GETTING NAME] [SKIP TO Q.6]	ne of  HELP"]
	energy manager, chief engineer facilities manager. Could you these people? [IF ASKED WHAT]  1 YES (CAN PROVIDE NAME) 2 YES (CALL TRANSFERRED WITH STREET WITH STRE	er, plant engineer, plant manager, or ou give me the contact information for or THIS IS ABOUT, PRESS "F1" OR CLICK ON '  [SKIP TO Q.6] [THOUT GETTING NAME] [SKIP TO CALLO [SKIP TO Q.6]	ne of  HELP"]
	energy manager, chief engineer facilities manager. Could you these people? [IF ASKED WHAT]  1 YES (CAN PROVIDE NAME) 2 YES (CALL TRANSFERRED WITH STREED WITH STRE	er, plant engineer, plant manager, or ou give me the contact information for or THIS IS ABOUT, PRESS "F1" OR CLICK ON '  [SKIP TO Q.6] [THOUT GETTING NAME] [SKIP TO CALLO [SKIP TO Q.6] [FFERENT NUMBER [SKIP TO Q.6] [SKIP TO Q.5]	e of  HELP"]  HEK]
	energy manager, chief engineer facilities manager. Could you these people? [IF ASKED WHATE 1 YES (CAN PROVIDE NAME) 2 YES (CALL TRANSFERRED WITH CORRECT CONTACT IS AT DITE 1 NO/NOT SURE 6 SOMETHING WRONG WITH COME	er, plant engineer, plant manager, or ou give me the contact information for or THIS IS ABOUT, PRESS "F1" OR CLICK ON '  [SKIP TO Q.6] [THOUT GETTING NAME] [SKIP TO CALLO [SKIP TO Q.6] [FFERENT NUMBER [SKIP TO Q.6] [SKIP TO Q.5]	e of  HELP"]  HEK]

#### 8. Question Q2\_B

PHON	E: EXT LST:	
2.b	Perhaps you can help me anyway	
	Since (Mr./Ms./the) (CONTACT/TITLE) available at the moment, is there someone else who RIGHT NOW who is highly knowledgeable about the med equipment for (COMPANY) facility located at (ADDRESS) (CITY) ? The best person we energy manager, chief engineer, plant engineer, pla facilities manager. [IF ASKED WHAT THIS IS ABOUT, "HELP"]	chanical and electrical  's  in  ould generally be the ant manager, or
	YES (CAN PROVIDE NAME)  YES (CALL TRANSFERRED WITHOUT GETTING NAME)  PERSON ON LINE IS ALTERNATIVE CONTACT  NO (CURRENT CONTACT ONLY KNOWLEGEABLE PERSON)  NO (NO ONE ELSE CURRENTLY AVAILABLE)  SOMETHING WRONG WITH COMPANY NAME/ADDRESS  REFUSES TO PROVIDE ALTERNATIVE CONTACT  REFUSES TO PARTICIPATE	[SKIP TO Q.6] [SKIP TO CALLCHEK] [SKIP TO Q.6] [SKIP TO Q.9] [SKIP TO Q.9] [SKIP TO Q.9]

9. Question Q2 C

CONTACT: TITLE: COMPANY: ADDRESS: CITY:		LST:	
PHON		EXT.	
2.c		NOT ASK UNLESS NOT ANSWERED IN RESPONSE TO PREVIOUS S WRONG WITH THE COMPANY NAME AND/OR ADDRESS?	QUESTION!!!]
	1	COMPANY HAS GONE OUT OF BUSINESS	[SKIP TO OOB MOVE]
	2	COMPANY HAS CLOSED FACILITY AT SPECIFIED ADDRESS	
	3	COMPANY HAS MOVED FROM SPECIFIED ADDRESS	[SKIP TO OOB_MOVE]
	4	COMPANY REFERS TO SPECIFIED ADDRESS DIFFERENTLY	
	5 6	COMPANY HAS NO FACILITY AT SPECIFIED ADDRESS	
	6 7	OWNER'S NAME LISTED IN PLACE OF COMPANY NAME COMPANY HAS CHANGED ITS NAME	
	8	OTHER ADDRESS PROBLEM, BUT CORRECT COMPANY	
	9	DIFFERENT COMPANY AT DIFFERENT ADDRESS	[SKIP TO WRONGBUS]
		= 6 AND Q.2.c = 6 or 7, SKIP TO Q.2.e; IF Q.2.b = 7 3, SKIP TO Q.2.f; IF Q.2.b = 7 AND Q.2.c = 6 or 7, SOTHERWISE, CONTINUE	
10.	Ques	cion Q2_D	
PHON	E:	EXT LST:	
2.d		then I'd need to speak to someone who is highly knechanical and electrical equipment for	nowledgeable about
	(COM	PANY)'s fac	cility located
	clos	e to or with an address similar to	
		RESS) in	
	(CIT		ould be? [IF ASKED
	TAHW	THIS IS ABOUT, PRESS "F1" OR CLICK ON "HELP"]	

YES (CAN PROVIDE NAME)

NO/NOT SURE

2

3

5

YES (CALL TRANSFERRED WITHOUT GETTING NAME)

CORRECT CONTACT IS AT DIFFERENT NUMBER

PERSON ON LINE IS CORRECT CONTACT

REFUSES TO ANSWER/PARTICIPATE

[SKIP TO Q.6]

[SKIP TO Q.6]

[SKIP TO Q.6]

[SKIP TO Q.5]

[SKIP TO CALLCHEK]

[SKIP TO REFUSAL]

## 11. Question Q2\_E

PHONE:	EXT LST:	
the know (ADD (CIT	then I'd need to speak to someone who is highly mechanical and electrical equipment for the busing as) (COMPANY)  RESS)  Do you know who that THIS IS ABOUT, PRESS "F1" OR CLICK ON "HELP"]	ness (owned by/formerl , located at n
1 2 3 4 5 6	YES (CAN PROVIDE NAME) YES (CALL TRANSFERRED WITHOUT GETTING NAME) PERSON ON LINE IS CORRECT CONTACT CORRECT CONTACT IS AT DIFFERENT NUMBER NO/NOT SURE REFUSES TO ANSWER/PARTICIPATE	[SKIP TO Q.6] [SKIP TO CALLCHEK] [SKIP TO Q.6] [SKIP TO Q.6] [SKIP TO Q.5] [SKIP TO REFUSAL]

#### 12. Question Q2\_F

PHONE	Ξ:	EXT LST:	
2.f	isn' RIGH equi faci (ADD) (CIT	, since (Mr./Ms./the) (CONTACT/TITLE) t available at the moment, is there someone else were now who is highly knowledgeable about the mechan coment for (COMPANY) lity located close to or with an address similar to the mechan seed of the company o	nical and electrical 's to
	1 2 3 4 5 6	YES (CAN PROVIDE NAME) YES (CALL TRANSFERRED WITHOUT GETTING NAME) PERSON ON LINE IS ALTERNATIVE CONTACT NO (CURRENT CONTACT ONLY KNOWLEGEABLE PERSON) NO (NO ONE ELSE CURRENTLY AVAILABLE) REFUSES TO PROVIDE ALTERNATIVE CONTACT REFUSES TO PARTICIPATE	[SKIP TO Q.6] [SKIP TO CALLCHEK] [SKIP TO Q.6] [SKIP TO Q.9] [SKIP TO Q.9] [SKIP TO Q.9] [SKIP TO REFUSAL]

## 13. Question Q2\_G

PHONE	Ξ: _		EXT	LST:			
2.g	isn't RIGHT equip	availabl NOW who ment for ANY)	is highly know the business (	ONTACT/TITLE) t, is there some ledgeable about owned by/formerl	the mechanic y known as)	al and e	
	(CITY	· —	ELP"]	? [IF ASKED W	HAT THIS IS .	ABOUT, E	PRESS "F1"
	2 3 1 4 1 5 1 6 1 1 6	YES (CALL PERSON ON NO (CURRE NO (NO ON REFUSES T	LINE IS ALTER NT CONTACT ONL E ELSE CURRENT	RNATIVE CONTACT	AME) [ [ ERSON) [ [	SKIP TO SKIP TO SKIP TO	CALLCHEK] Q.6] Q.9] Q.9]

#### 14. Question Q3\_A

CONT TITL PHON		LST:	_	
3.a	Let (COM	me just verify Have I reached  PANY) at RESS) in		
	1	YES	[SKIP '	TO Q.3.c]
	2	NO, NO CONNECTION TO SPECIFIED COMPANY & ADDRESS	[SKIP '	TO Q.4]
	3	NO, DIFFERENT LOCATION OF SAME COMPANY	[SKIP '	TO Q.11]
	4	SOMETHING WRONG WITH COMPANY NAME/ADDRESS		
	5	REFUSES TO CONFIRM/DENY	[SKIP '	TO REFUSAL]

#### 15. Question Q3\_B

TITL COMP	ANY:	LST:			
ADDR CITY PHON		EXT.			
3.b		NOT ASK UNLESS NOT ANSWERED IN RESPONSE TO PREVIOUS 'S WRONG WITH THE COMPANY NAME AND/OR ADDRESS?	QUESTIC	N!	!!]
	1	COMPANY HAS GONE OUT OF BUSINESS	[SKTP	ፐር	OOB MOVE]
	2	COMPANY HAS CLOSED FACILITY AT SPECIFIED ADDRESS			
	3				OOB MOVE]
	4	COMPANY REFERS TO SPECIFIED ADDRESS DIFFERENTLY	[SKIP	то	Q.3.d]
	5	COMPANY HAS NO FACILITY AT SPECIFIED ADDRESS	[SKIP	TO	Q.3.d]
	6	OWNER'S NAME LISTED IN PLACE OF COMPANY NAME	[SKIP	TO	Q.3.e]
	7	COMPANY HAS CHANGED ITS NAME			Q.3.e]
	8	OTHER ADDRESS PROBLEM, BUT CORRECT COMPANY			
	9	DIFFERENT COMPANY AT DIFFERENT ADDRESS	[SKIP	TO	WRONGBUS]

## 16. Question Q3\_C

PHON	E:		EXT	LST:	11-20-	
3.c	Perha	ps you can hel	p me anyway	у		
	busin knowl (COME (ADDF (CITY energ	esses use ener edgeable about PANY) (ESS) () (y manager, chi ities manager.	egy, I need the mechan	t to gather rea to speak to som nical and electrons.  The best per r, plant enginee a give me the co THIS IS ABOUT,	meone who is high rical equipment rical equipment rical in rical would generate, plant manage ontact informations	shly for my located at mally be the er, or ion for one of
	1 2 3 4 5	PERSON ON LINE	SFERRED WIT S IS CORRECT T IS AT DIE	FFERENT NUMBER	AME) [SKII [SKII [SKII [SKII	TO Q.6] TO CALLCHEK] TO Q.6] TO Q.6] TO Q.6] TO Q.5] TO Q.5]

17.	Questic	on Q3_D				
PHON	IE:		EXT.	LST:		
3.d	Okay, p	perhaps yo	u can help me	anyway		
	busines knowled (COMPAN close t (ADDRES (CITY) energy facilit	sses use edgeable ab NY) to or with SS) manager, ties manag	nergy, I need out the mecha an address suchief enginee er. Could yo	u give me the contac	who is highly equipment for	<b>"</b> ]
	2 YE 3 PE 4 CC 5 NC	ES (CALL T ERSON ON L DRRECT CON D/NOT SURE	INE IS CORREC FACT IS AT DI	FFERENT NUMBER	[SKIP TO Q.6] [SKIP TO CALLCHEK] [SKIP TO Q.6] [SKIP TO Q.6] [SKIP TO Q.5] [SKIP TO REFUSAL]	
18.	Questic	on Q3_E				
PHON	IE:		EXT	LST:		
3.e	Okay, p	perhaps yo	u can help me	anyway		
	busines knowled busines (COMPAN (ADDRES (CITY) energy facilit	manager,	nergy, I need out the mecha by/formerly k chief enginee er. Could yo	. The best person or, plant engineer,	who is highly equipment for the  _, located at _ in would generally be the	•

1	YES (CAN PROVIDE NAME)	[SKIP TO Q.6]
2	YES (CALL TRANSFERRED WITHOUT GETTING NAME)	[SKIP TO CALLCHEK]
3	PERSON ON LINE IS CORRECT CONTACT	[SKIP TO Q.6]
4	CORRECT CONTACT IS AT DIFFERENT NUMBER	[SKIP TO Q.6]
5	NO/NOT SURE	[SKIP TO Q.5]
6	REFUSES TO ANSWER/PARTICIPATE	[SKIP TO REFUSAL]

CONTACT: TITLE: COMPANY:	LST:	
ADDRESS: CITY:		<u> </u>
	naps I misdialed. Is this (PHONE NUMBER)?	
1	YES	[SKIP TO WRONGNUM]
2	NO	
3	REFUSES TO CONFIRM/DENY	[SKIP TO REFUSAL]
ı	I'm sorry to have bothered you. [PRESS "1" TO BEGIN AGAIN.]	
l		
ı		
20. Ques  LST: COMPANY:		
ADDRESS:		a de constante de la constante
CITY: PHONE:	EXT.	
5. Is t	there someone else there who might know?	
1	YES	
2	NO	[SKIP TO CONTUNKN]
3	REFUSES TO ANSWER/PARTICIPATE	[SKIP TO REFUSAL]

ADDRI CITY	:		
PHONI	Ε:	EXT.	
6.	What	's (your/his or her) name and title, please?	
	1 2 3 4 5 6	CAN PROVIDE BOTH NAME AND TITLE CAN PROVIDE NAME ONLY CAN PROVIDE TITLE ONLY NAME GIVEN SAME AS "LST" NAME DOESN'T KNOW REFUSES TO PROVIDE	[SKIP TO Q.7.a/c] [SKIP TO CONTUNKN] [SKIP TO REFUSAL]
6.a		* ENTER NAME:	
		* ENTER TITLE:	
6.b 22.		tion Q7_A	
22. LST:	Ques	tion Q7_A	
22.	Ques		
22. LST: COMPA	Ques ANY: E: It's (you (ADD	tion Q7_A	
22. LST: COMPA	Ques ANY: E: It's (you (ADD	tion Q7_A EXT  very important that we have the correct site. work at/(the) (CONTACT/TITLE) works at) RESS)	Can you verify that
22. LST: COMPA	Ques ANY: E: It's (you (ADD)	tion Q7_A   EXT.  very important that we have the correct site. work at/(the) (CONTACT/TITLE) works at)  RESS)  Y)  ?	Can you verify that
22. LST: COMPA	Ques ANY: E: It's (you (ADD (CIT	tion Q7_A EXT  very important that we have the correct site. work at/(the) (CONTACT/TITLE) works at) RESS) Y)?  YES, WORKS AT/NEAR SPECIFIED SITE	Can you verify that in [*]
22. LST:	Ques ANY: E: It's (you (ADD (CIT	tion Q7_A EXT  very important that we have the correct site. work at/(the) (CONTACT/TITLE) works at) RESS)?  YES, WORKS AT/NEAR SPECIFIED SITE  NO, DOESN'T WORK AT/NEAR SPECIFIED SITE	Can you verify that in [*]

zs. Question Q/ i	23.	Question	Q7	В
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CONT. TITL COMP. ADDR	E: ANY:	LST:			<del></del>
CITY PHON	:	EXT.			
7.b	_	NOT ASK UNLESS NOT ANSWERED IN RESPONSE TO PREVIOUS 'S WRONG WITH THE COMPANY ADDRESS?	QUESTI	N!	!!]
	1 2 3 4 5	COMPANY HAS CLOSED FACILITY AT SPECIFIED ADDRESS COMPANY HAS MOVED FROM SPECIFIED ADDRESS COMPANY REFERS TO SPECIFIED ADDRESS DIFFERENTLY COMPANY HAS NO FACILITY AT SPECIFIED ADDRESS OTHER ADDRESS PROBLEM, BUT CORRECT COMPANY	-		OOB_MOVE]
	6	·	[SKIP	TO	WRONGBUS]

LST:			
COMP.		EXT	-
7.c	Can y	t, then/It's very important that we have the rou verify that (you work at/(the) (CONTACT/TITLE) tility located close to or with an address similar ESS) in?	works at)
	1	YES, WORKS AT/NEAR SPECIFIED SITE	[*]
	2	NO, DOESN'T WORK AT/NEAR SPECIFIED SITE	[SKIP TO Q.8.e]
	3	REFUSES TO CONFIRM/DENY	[SKIP TO REFUSAL]
[*	IF Q.2	.a/Q.2.b/Q.2.d/Q.2.e/Q.2.f/Q.2.g/Q.3.c/Q.3.d/Q.3.e  IF Q.2.a/Q.2.d/Q.2.e/Q.3.c/Q.3.d/Q.3.e = 4, SKIP  OTHERWISE, SKIP TO Q.9]	e = 3, SKIP TO Q.15; TO Q.10;

PHON	E:	EXT LST:	
8.a	know (COM	you please give me the name and title of someone who ledgeable of the mechanical and electrical equipment of the mechanical equipment of the mecha	t at cility at
	1 2 3 4 5 6 7	NO/NOT SURE SOMETHING WRONG WITH COMPANY NAME/ADDRESS	[SKIP TO Q.9] [SKIP TO CONTUNKN] [SKIP TO Q.8.d] [SKIP TO REFUSAL]
8.b		* ENTER NAME:	
0		* ENTER TITLE:	
	Ques	[SKIP TO Q.9]	
26. CONT	ACT:		
26. CONT: COMP. ADDR:	ACT: E: ANY:	[SKIP TO Q.9]	
26. CONT. TITL.	ACT: E: ANY: ESS:	[SKIP TO Q.9] stion Q8_DLST:	
26. CONT: COMP. ADDR:	ACT: E: ANY: ESS: :	[SKIP TO Q.9]  stion Q8_D  LST:	QUESTION!!!]
26. CONT. FITL: COMP. ADDR: CITY PHON:	ACT: E: ANY: ESS: : [DO WHAT 1 2 3 4	EXT.  NOT ASK UNLESS NOT ANSWERED IN RESPONSE TO PREVIOUS WRONG WITH THE COMPANY NAME AND/OR ADDRESS?  COMPANY HAS GONE OUT OF BUSINESS COMPANY HAS CLOSED FACILITY AT SPECIFIED ADDRESS COMPANY HAS MOVED FROM SPECIFIED ADDRESS COMPANY REFERS TO SPECIFIED ADDRESS DIFFERENTLY	[SKIP TO OOB_MOVE
26. CONT. TITL: COMP. ADDR: CITY	ACT: E: ANY: ESS: : [DO WHAT  1 2 3	EXT.  NOT ASK UNLESS NOT ANSWERED IN RESPONSE TO PREVIOUS WRONG WITH THE COMPANY NAME AND/OR ADDRESS?  COMPANY HAS GONE OUT OF BUSINESS COMPANY HAS CLOSED FACILITY AT SPECIFIED ADDRESS COMPANY HAS MOVED FROM SPECIFIED ADDRESS	[SKIP TO OOB_MOVE] [SKIP TO OOB_MOVE] [SKIP TO OOB_MOVE]

## 27. Question Q8\_E

PHONE	E:	EXT		LST:		
3.e	highly knowl (COMPANY) close to or	edgeable of th	he mechani ss similar	cal and	electrica	e of someone who is al equipment at s facility located in at that site(?/,
	2 YES, CA 3 YES, CA 4 NAME GI 5 NO/NOT 6 REFUSES	TO PROVIDE	E ONLY LE ONLY	) TITLE		[SKIP TO Q.9] [SKIP TO CONTUNKN [SKIP TO REFUSAL]
3.f	* ENTER	NAME:				
3.g	* ENTER	TITLE:	[SKIP T			
28.	Question Q8_	Н				
28. PHONI		Н EXT		 LST:		
	Okay then, continuous highly knowl business (ow (COMPANY) (ADDRESS) (CITY)	EXT an you please edgeable of the ned by/former:	give me t he mechani ly known a , AND	che name cal and as)	electrica 	e of someone who is al equipment for the located at in at that site(?/,
PHONI	Okay then, continuous highly knowl business (own (COMPANY) (ADDRESS) (CITY) AND who is continuous CARRES, CARR	EXT an you please edgeable of the ned by/former: urrently avai: N PROVIDE BOTH N PROVIDE NAME N PROVIDE TITH VEN SAME AS "I	give me the mechanily known a AND Lable to SHOWLY LE ONLY	the name cal and s)  who als peak wit	electrica 	al equipment for the located at in
PHONI	Okay then, chighly knowl business (ow (COMPANY) (ADDRESS) (CITY) AND who is constant of the co	EXT an you please edgeable of the ned by/formering urrently avail N PROVIDE BOTH N PROVIDE NAME N PROVIDE TITH VEN SAME AS "INSURE	give me the mechanily known a AND Lable to SHANDE AND LE ONLY LST" NAME	who als peak wit	electrica o works and the me?)	al equipment for the located at in at that site(?/,  [SKIP TO Q.9] [SKIP TO CONTUNKN

ADDR			
CITY	ANY: ESS:		
9.	CON'	sounds like I'll need to speak with (Mr./Ms./1 TACT/TITLE) after all. Could you please tell r please tell me)	the) (ORIGINAL OR PREVIOUS
		(PHONE NUMBER) (extension (EXT NUM)) the best represented the contraction of the contraction (CONTACT/TITLE/him or her)?	number at which to reach
	1	YES	[*]
	2	NO	
	3	REFUSES TO CONFIRM/DENY	[SKIP TO REFUSAL]
		[* IF Q.1 = 3, SKIP TO Q.13; OTHERWISE, SE	KIP TO Q.12]
30.			
	Que	stion Q10	
LST:			
LST: COMP ADDR	ANY: ESS:		
LST: COMP ADDR CITY PHON	ANY: ESS: : E:		che) can be reached?
LST: COMP ADDR CITY PHON	ANY: ESS: : E:	EXT  I please have the telephone number at which (t	
LST: COMPADDR CITY PHON	ANY: Ess: : E: May (COI	EXT  I please have the telephone number at which (to NTACT/TITLE)  CAN PROVIDE PHONE NUMBER  DOESN'T KNOW	can be reached?  [SKIP TO CONTUNKN]  [SKIP TO REFUSAL]
LST: COMP ADDR CITY PHON	ANY: Ess: : E: May (COI	EXT  I please have the telephone number at which (to NTACT/TITLE)  CAN PROVIDE PHONE NUMBER  DOESN'T KNOW  REFUSES TO PROVIDE	can be reached?  [SKIP TO CONTUNKN]  [SKIP TO REFUSAL]

#### 31. Question Q11\_A

CONTACT:	: LST:		
TITLE: PHONE:	EXT		
(CC (AI	y I please have the telephone number for  OMPANY)	cility loca	ated at
1 2 3		[SKIP TO Q. [SKIP TO WE	
11.b	* ENTER TELEPHONE NUMBER, INCLUDING AREA CODE: (	)	_
11.c	* ENTER EXTENSION (IF NONE, RECORD "0"):		
32. Que	[PRESS "1" TO SKIP TO RING1] estion Q11_D		
	estion Q11_D		
CONTACT: TITLE: COMPANY: ADDRESS: CITY:	estion Q11_D :LST:		
CONTACT: TITLE: COMPANY: ADDRESS: CITY: PHONE:	estion Q11_D  LST:		
CONTACT: TITLE: COMPANY: ADDRESS: CITY: PHONE: 11.d [DC WHA 1 2 3 4	EST:  EXT:  EXT.  NOT ASK UNLESS NOT ANSWERED IN RESPONSE TO PREVIOUS AT'S WRONG WITH THE COMPANY NAME AND/OR ADDRESS?  COMPANY HAS GONE OUT OF BUSINESS COMPANY HAS CLOSED FACILITY AT SPECIFIED ADDRESS COMPANY HAS MOVED FROM SPECIFIED ADDRESS COMPANY REFERS TO SPECIFIED ADDRESS DIFFERENTLY	QUESTION!!	!] OOB_MOVE
CONTACT: TITLE: COMPANY: ADDRESS: CITY: PHONE: 11.d [DO WHA	ESTION Q11_D  LST:  EXT:  EXT.  NOT ASK UNLESS NOT ANSWERED IN RESPONSE TO PREVIOUS AT'S WRONG WITH THE COMPANY NAME AND/OR ADDRESS?  COMPANY HAS GONE OUT OF BUSINESS COMPANY HAS CLOSED FACILITY AT SPECIFIED ADDRESS COMPANY HAS MOVED FROM SPECIFIED ADDRESS	QUESTION!!  [SKIP TO [SKIP TO	!]  OOB_MOVE  OOB_MOVE  Q.11.h]

33.	Question	Q11	Ε
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CONTA TITLE		LST:	
PHONE		EXT.	
11.e	(COME	y then, may I please have the telephone number for MPANY)'s facil:	ity located
		se to or with an address similar to	
	(ADDI	ORESS)in	
	,		
	1 2	CAN PROVIDE PHONE NUMBER DOESN'T KNOW/REFUSES TO PROVIDE [SK]	IP TO WRONGNUM]
11.f		* ENTER TELEPHONE NUMBER, INCLUDING AREA CODE: ()	
11.g		* ENTER EXTENSION (IF NONE, RECORD "0"):	_
	Okay,	y, we'll try calling that number. Thank you for your he	elp.
		[PRESS "1" TO SKIP TO RING1]	
34.	Quest	stion Q11_H	
CONT		LST:	
TITLE PHONE		EXT.	
11.h	by/fo	y then, may I please have the telephone number for the beformerly known as) (COMPANY)	
		ated at (ADDRESS)?	in
	`		
	1 2	CAN PROVIDE PHONE NUMBER DOESN'T KNOW/REFUSES TO PROVIDE [SK]	IP TO WRONGNUM]
11.i		* ENTER TELEPHONE NUMBER, INCLUDING AREA CODE: ()	
11.j		* ENTER EXTENSION (IF NONE, RECORD "0"):	-
	Okay,	, we'll try calling that number. Thank you for your he	elp.
		[PRESS "1" TO SKIP TO RING1]	

CONTA		LST:		_
TITLE COMP <i>e</i>			_	1
ADDRE	ESS:		<u> </u>	
CITY: PHONE		EXT.		
12.	Can	you connect me, please?		
	1	YES	[SKIP TO Q.14.a]	
	2	NO		
	3	ACCESS TO CONTACT REFUSED/DENIED	[SKIP TO REFUSAL]	
	Ques	tion Q13		
LST: COMP <i>F</i>	NY.			
ADDRE			<del></del>	
CITY:	;		<del></del>	
PHONE	E:	EXT		
13.	(Wel	l then, could you please tell me)		
		rally, when is the best time to try to reach (the) TACT/TITLE)?		
	DAY/	E NOTE OF DAY/TIME; IF PERSON IS UNABLE/UNWILLING TIME, TRY TO AT LEAST FIND OUT WHETHER THERE ARE COR TIMES OF THE DAY WHEN THE CONTACT IS MORE LIKED	CERTAIN DAYS OF THE	
	1	CONTINUE	[SKIP TO CALLBACK]	
	2	ACCESS TO CONTACT REFUSED/DENIED	[SKIP TO REFUSAL]	

#### 37. Question CALLCHEK

rime you've di	[SKI	[SKI Q.1
OR MORE)		
THIRD		
THIS THE RRED?		
K!!!] I: N TRANSFI		
NOT AS	YES	NO
[DO AND	1	2

#### 38. Question RING2

CONTACT: TITLE:			
COMPANY: PHONE:	EXT CATINUM:		
	PRESS "EXT" AND AT FIRST DIAL TONE, PRESS "CHARGE" BUTTON, THEN 300530. AT SECOND DIAL TONE, DIAL 9-1-AREA CODE-PHONE NUMBER.		
ТАНЖ	HAPPENED WHEN THE PHONE RANG?		
_	PHONE ANSWERED [*] NO ANSWER [**] BUSY SIGNAL [**] VOICE MAIL [**] OTHER OUTCOME WHERE PHONE NOT ANSWERED BY A PERSON		
	* IF HAVE CONTACT NAME, SKIP TO Q.1; OTHERWISE, SKIP TO Q.2] IF Q.2.b NE 4, SKIP TO Q.14.b; OTHERWISE, ASSIGN DISPOSITION]		

## 39. Question Q14\_A

CONTACT TITLE: COMPANY		1124
ADDRESS		
CITY: PHONE:	EXT	CATINUM:
14.a [D	O NOT ASK!!!] WHAT HAPPENED WHEN YOUR CALL WAS	TRANSFERRED?
1	ANSWERED BY CONTACT	[*]
2	ANSWERED BY GATEKEEPER/THIRD PARTY	[**]
3	GOT VOICE MAIL	[SKIP TO Q.14.b]
4	PHONE NOT ANSWERED	[SKIP TO Q.14.b]
5	OTHER OUTCOME	[SKIP TO Q.14.b]
LST: COMPANY ADDRESS		
CITY: PHONE:	EXT.	
Co fe TI av [I	llo. My name is [INTERVIEWER NAME], and I'm call poration, on behalf of the California Energy Comminutes ago asking to speak with (the) (ORIGINALE), allable. Generally, when is the best time to the ASKED WHAT THIS IS ABOUT, PRESS "F1" OR CLICK AKE NOTE OF DAY/TIME; IF PERSON IS UNABLE/UNWILLY AKE NOTE OF DAY/TIME OF	ommission. I called a NAL OR PREVIOUS CONTACT/ but (he/she) wasn't ry to reach (him/her)? ON "HELP"] LING TO PROVIDE AN EXACT
	EK OR TIMES OF THE DAY WHEN THE CONTACT IS MORE	
1	CONTINUE	[SKIP TO CALLBACK]
2	ACCESS TO CONTACT REFUSED/DENIED	[SKIP TO REFUSAL]

#### 41. Question Q15 INTR

#### IF NEW PERSON ON LINE

- 15. Hello. My name is [INTERVIEWER NAME], and I'm calling from Aspen Systems Corporation, on behalf of the California Energy Commission.
- IF Q.1 = 2
- 15. Good (morning/afternoon). As I mentioned, I'm calling on behalf of the California Energy Commission.
- IF Q.2 = 3
- 15. Thank you. Now, as I mentioned, I'm calling on behalf of the California Energy Commission.

#### 42. Question Q15 A

T:		LST:	
Υ:			
S:			
	EXT		

#### 15. [DISPLAY APPROPRIATE INTRODUCTION FROM ABOVE]

Recently, you may have received a letter from Commission Chairman Keese about an important study, which has been endorsed by both the California Chamber of Commerce and the California Manufacturers and Technology Association. The California Legislature and Governor have authorized over 1 billion dollars for programs designed to increase energy efficiency and reduce peak demand. To achieve this goal, we need real-world knowledge about how businesses use energy, in terms of their equipment and behavior.

I realize you're probably very busy, but I'd like to ask you a few, brief questions now over the phone, and then, if you're willing, to ask you to participate in a more detailed survey that would be conducted at your facility.

[PRESS "1" TO CONTINUE]

#### 43. Question Q15\_B

TLE	CT:	LST:	
	MY:		<del></del>
DDRE			<del>-</del>
TY:		EXT.	
5.	the your	nsure that the interests of companies like yours a study, your facility's participation is vitally im answers would, of course, be confidential. [IF A CTED FOR STUDY, PRESS "F1" OR CLICK ON "HELP"]	portant. All of
	1	NO COMMENT OR AGREES TO CONTINUE	[*]
	2	VOLUNTEERS THIS IS AN INCONVENIENT TIME NEED TO SPEAK TO SOMEONE ELSE	[SKIP TO Q.8.a]
	4	NO INTEREST OR REFUSES TO PARTICIPATE	[SKIP TO REFUSAL]
TLP			
You	ır fi	rm was selected at random from a list of firms in [PRESS "ENTER" OR CLICK ON "OK" TO RETURN TO QU	
			ESTION]
4. ONTA	Ques	[PRESS "ENTER" OR CLICK ON "OK" TO RETURN TO QU  [* IF Q.2 = 3, SKIP TO Q.19; OTHERWISE, SKIP TO	ESTION]
4. ONTA	Ques	[PRESS "ENTER" OR CLICK ON "OK" TO RETURN TO QU  [* IF Q.2 = 3, SKIP TO Q.19; OTHERWISE, SKIP TO  tion Q16	ESTION]
	Ques ACT:	[PRESS "ENTER" OR CLICK ON "OK" TO RETURN TO QU  [* IF Q.2 = 3, SKIP TO Q.19; OTHERWISE, SKIP TO  tion Q16	ESTION]
4. ONTA ITLE OMPA DDRE ITY:	Ques ACT: C: ANY: CSS:	[PRESS "ENTER" OR CLICK ON "OK" TO RETURN TO QU  [* IF Q.2 = 3, SKIP TO Q.19; OTHERWISE, SKIP TO  tion Q16  LST:	ESTION]
4. ONTA ITLE OMPA DDRE	Ques ACT: C: ANY: CSS:	[PRESS "ENTER" OR CLICK ON "OK" TO RETURN TO QU  [* IF Q.2 = 3, SKIP TO Q.19; OTHERWISE, SKIP TO  tion Q16	ESTION]
A. ONTA ITLE OMPA ODRE ITY:	Ques ACT: ANY: CSS: The	[PRESS "ENTER" OR CLICK ON "OK" TO RETURN TO QU  [* IF Q.2 = 3, SKIP TO Q.19; OTHERWISE, SKIP TO  tion Q16  LST:	ESTION) Q.18]
A. ONTA ITLE OMPA ODRE ITY:	Ques ACT: ANY: CSS: The	[PRESS "ENTER" OR CLICK ON "OK" TO RETURN TO QU  [* IF Q.2 = 3, SKIP TO Q.19; OTHERWISE, SKIP TO  tion Q16  LST:  EXT.  phone interview should take from 5 to 10 minutes.	ESTION) Q.18]

WEEK OR TIMES OF THE DAY WHEN THE CONTACT IS MORE LIKELY TO BE AVAILABLE.]

[PRESS "1" TO CONTINUE]

45	 ue	st	io	n ·	O	1	7

CONT <i>I</i> TITLE COMP <i>I</i>	Ξ:	LST:
17.		et me just check Is (PHONE NUMBER) (extension (EXT NUM)) the number at which to reach you?
	1 2	YES NO
	What	is your direct number, please?
17.a		* ENTER TELEPHONE NUMBER, INCLUDING AREA CODE: ()
17.b		* ENTER EXTENSION (IF NONE, RECORD "0"):
	Okay,	we'll be in touch again. Thank you very much for your time.
	[ 5	IMULATENOUSLY PRESS "CTRL" AND "END" TO RECORD DISPOSITION OF CALLBACK AT Q.15 OR AFTER AND SCHEDULE CALLBACK.]
LST: TITLE COMP <i>E</i> ADDRE	:YNY	
CITY:		EXT.
18.		, I'd like to (verify/get) your name. [ALSO VERIFY SPELLING]
	CONTA	CT NAME:
	1	CORRECT
	2	INCORRECT *
		[IF Q.2 = 3, SKIP TO Q.20; OTHERWISE, CONTINUE]

				· · · · · · · · · · · · · · · · · · ·
CONTA	ACT:	LST:		
COMPA	ANY:			
ADDRE				
CITY: PHONE		EXT.		
19.	And	what is your title, please?		
	TITI	Æ:		
	1	CORRECT		
	2	INCORRECT *		
ı				
48. CONTA	<del></del>	LST:		
TITLE				
ADDRE				
PHONE		EXT.		
	impo loca MAKE	businesses we're contacting were specifically chose rtant that we verify we've reached the right compantions. Are we correct that this is [IF COMP. SURE CONTACT IS NOT TALKING ABOUT A DIFFERENT BUSING IFIED.]	ies at t ANY NAME	the right IS WRONG,
	COMP	ANY:		
	1	CORRECT	[SKIP TO	Q.21]
	2	INCORRECT		
	3	COMPANY HAG COME OUR OF PHICENESS	CONTO DA	OOD MOVE!
	3	COMPANY HAS GONE OUT OF BUSINESS	COVID IC	OOB_MOVE]

49.	Question	Q20_A	

CONTA TITLE	:	LST:
COMPA ADDRE		
CITY:		
PHONE	:	EXT.
20.a	Is th	mere any connection between your business and the one I mentioned?
	1	YES
	2	NO [SKIP TO WRONGBUS]
20.b	What	is it?
20.c	What	is the correct name?
	* ENT	TER NAME:
50. CONTA		LST:
TITLE COMPA		
CITY:		
PHONE	:	EXT
21.	And t SURE	the physical address is [IF PHYSICAL ADDRESS IS WRONG, MAKE COMPANY HAS NOT MOVED. DO NOT RECORD MAILING ADDRESS.]
	ADDRE	SS:?
	1	CORRECT [SKIP TO Q.22]
	2	INCORRECT
	3	FACILITY CLOSED OR MOVED FROM SPECIFIED ADDRESS [SKIP TO OOB_MOVE]

#### 51. Question Q21\_A

ONTACT: ITLE: OMPANY: DDRESS:		
HONE:	EXT.	
1.a Does	your company have a faci	lity at the address I just mentioned?
1 2	YES NO	[SKIP TO Q.8.a]
	ou have a facility locate I just mentioned?	d close to or with an address similar to the
1 2	YES NO	[SKIP TO WRONGBUS]
1.c What	is the correct address?	
יואינג אי	PRD ANNDEREC.	
* EN:	TER ADDRESS:	
2. Quest	cion Q22	LST:
2. Quest ONTACT: ITLE: OMPANY:	cion Q22	I CM.
2. Quest ONTACT: ITLE:	cion Q22	LST:
2. Quest ONTACT: ITLE: OMPANY: DDRESS: HONE:	cion Q22	LST:
2. Quest ONTACT: ITLE: OMPANY: DDRESS: HONE:	EXT.	LST:
2. Quest ONTACT: ITLE: OMPANY: DDRESS: HONE: 2. In .	EXT.	LST:
2. Quest ONTACT: ITLE: OMPANY: DDRESS: HONE: 2. In .	Eion Q22	LST:
2. Quest ONTACT: ITLE: OMPANY: DDRESS: HONE: 2. In . CITY:	Eion Q22  EXT.  CORRECT	LST:
2. Quest ONTACT: ITLE: OMPANY: DDRESS: HONE: 2. In . CITY:	Eion Q22  EXT.  CORRECT	LST:
2. Quest ONTACT: ITLE: OMPANY: DDRESS: HONE: 2. In . CITY:	Eion Q22  EXT.  CORRECT	LST:

ONTACT:	LST:	
ITLE: OMPANY:		
DDRESS:		
ITY: HONE:	EXT.	
3. What	t is your TID Gods there plane?	
o. Wilat	t is your ZIP Code there, please?	
ZIP	CODE:	
1	CORRECT	
2	INCORRECT *	
_		
	[IF Q.2 = 3, SKIP TO Q.25; OTHERWISE, C	CONTINUE]
<u> </u>		
4 000	ation 024	
4. Ques	stion Q24	
ONTACT:	stion Q24	
ONTACT:		
ONTACT: ITLE: OMPANY: DDRESS:		
ONTACT: ITLE: OMPANY: DDRESS: ITY:	LST:	
ONTACT: ITLE: OMPANY: DDRESS: ITY:		
ONTACT: ITLE: OMPANY: DDRESS: ITY: HONE:	LST:	discussing?
ONTACT: ITLE: OMPANY: DDRESS: ITY: HONE:	LST:	discussing?
ONTACT: ITLE: OMPANY: DDRESS: ITY: HONE:	LST:	discussing?
ONTACT: ITLE: OMPANY: DDRESS: ITY: HONE:	LST:EXT you personally work at the location we've been	
ONTACT: ITLE: OMPANY: DDRESS: ITY: HONE: 4. Do y	EXT.  you personally work at the location we've been  YES, WORKS AT/NEAR SPECIFIED SITE	[*]
ONTACT: ITLE: OMPANY: DDRESS: ITY: HONE: 4. Do y	EXT	[*] [SKIP TO Q.8.a]
ONTACT: ITLE: OMPANY: DDRESS: ITY: HONE: 4. Do y	EXT	[*] [SKIP TO Q.8.a]
ONTACT: ITLE: OMPANY: DDRESS: ITY: HONE: 4. Do y	EXT.  you personally work at the location we've been  YES, WORKS AT/NEAR SPECIFIED SITE  NO, DOESN'T WORK AT/NEAR SPECIFIED SITE  REFUSES TO CONFIRM/DENY	<pre>[*] [SKIP TO Q.8.a] [SKIP TO REFUSAL]</pre>
ONTACT: ITLE: OMPANY: DDRESS: ITY: HONE: 4. Do y	EXT	<pre>[*] [SKIP TO Q.8.a] [SKIP TO REFUSAL]</pre>
ONTACT: ITLE: OMPANY: DDRESS: ITY: HONE: 4. Do y	EXT.  you personally work at the location we've been  YES, WORKS AT/NEAR SPECIFIED SITE  NO, DOESN'T WORK AT/NEAR SPECIFIED SITE  REFUSES TO CONFIRM/DENY	<pre>[*] [SKIP TO Q.8.a] [SKIP TO REFUSAL]</pre>
ONTACT: ITLE: OMPANY: DDRESS: ITY: HONE: 4. Do y	EXT.  you personally work at the location we've been  YES, WORKS AT/NEAR SPECIFIED SITE  NO, DOESN'T WORK AT/NEAR SPECIFIED SITE  REFUSES TO CONFIRM/DENY	<pre>[*] [SKIP TO Q.8.a] [SKIP TO REFUSAL]</pre>
ONTACT: ITLE: OMPANY: ODRESS: ITY: HONE: 1	EXT.  you personally work at the location we've been  YES, WORKS AT/NEAR SPECIFIED SITE  NO, DOESN'T WORK AT/NEAR SPECIFIED SITE  REFUSES TO CONFIRM/DENY	<pre>[*] [SKIP TO Q.8.a] [SKIP TO REFUSAL]</pre>

	'ACT:	LS	r:
TITL	E: ANY:		
	ESS:		
CITY	:		
PHON	IE:	EXT.	
25.	the pro	ore I take up any more of your time, mechanical and electrical equipment bably be able to answer technical queuse?	at this site, and would you
	1	YES	
	2	NO	[SKIP TO Q.8.a]
	3	REFUSES TO CONFIRM/DENY	[SKIP TO REFUSAL]
56. CONT TITL PHON	'ACT:	stion Q26LS'	Γ:
26.	Wou.	at. Our research is focusing on ind ld (COMPANY) DRESS)	ustrial production technologies's site at in
	(CI	TY) be considerable.	dered an industrial production
	1	YES	[SKIP TO Q.28]
	2	NO	
	3	REFUSES TO CONFIRM/DENY	[SKIP TO REFUSAL]

CONT	\	LST:	
		LST:	
TITL	Ξ:		
COMP	ANY:		<del></del>
ADDRI			
CITY			
PHON	Ξ:	EXT.	
İ			
27.	What	buginoss anomation is sandusted at this facility	0
2/.	Wilat	business operation is conducted at this facilit	γ:
	1	CAN/WILL PROVIDE DESCRIPTION	
	2	REFUSES TO PROVIDE	[GVID MO NOMIDE]
	2	KETUSES TO PROVIDE	[SKIP TO NOTIPF]
27.a			
21.a			
		[SKIP TO NOTIPF]	
l			
5.0	Ouest	tion 028	
		tion Q28	
CONT	ACT:	tion Q28	
CONT	ACT:		
CONT!	ACT:		
CONT TITLI ADDRI	ACT: E:		
CONTA TITLI ADDRI CITY	ACT: E: ESS:	LST:	
CONTA TITLI ADDRI CITY	ACT: E: ESS:		
CONTA TITLI ADDRI CITY	ACT: E: ESS:	LST:	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: :	LST:	use equipment
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: : :	LST:	use equipment
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: : Does	EXT  (COMPANY) as industrial motors, air compressors, electron	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: : Does	LST:	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: : Does	EXT  (COMPANY) as industrial motors, air compressors, electron	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: : Does	EXT  (COMPANY) as industrial motors, air compressors, electron	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: E: Does such or in	EXT  (COMPANY) as industrial motors, air compressors, electron adustrial refrigeration at this location?	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: : Does	EXT  (COMPANY) as industrial motors, air compressors, electron	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: : Does such or in	EXT  (COMPANY) as industrial motors, air compressors, electron and an antique refrigeration at this location?  YES	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: E: Does such or in	EXT  (COMPANY) as industrial motors, air compressors, electron adustrial refrigeration at this location?	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: : Does such or in	EXT  (COMPANY) as industrial motors, air compressors, electron and an antique refrigeration at this location?  YES	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: E: Does such or in	EXT  (COMPANY)  as industrial motors, air compressors, electron adustrial refrigeration at this location?  YES  NO	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: : Does such or in	EXT  (COMPANY) as industrial motors, air compressors, electron and an antique refrigeration at this location?  YES	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: E: Does such or in	EXT  (COMPANY)  as industrial motors, air compressors, electron adustrial refrigeration at this location?  YES  NO	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: E: Does such or in	EXT  (COMPANY)  as industrial motors, air compressors, electron adustrial refrigeration at this location?  YES  NO	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: E: Does such or in	EXT  (COMPANY)  as industrial motors, air compressors, electron adustrial refrigeration at this location?  YES  NO	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: E: Does such or in	EXT  (COMPANY)  as industrial motors, air compressors, electron adustrial refrigeration at this location?  YES  NO	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: E: Does such or in	EXT  (COMPANY)  as industrial motors, air compressors, electron adustrial refrigeration at this location?  YES  NO	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: E: Does such or in	EXT  (COMPANY)  as industrial motors, air compressors, electron adustrial refrigeration at this location?  YES  NO	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: E: Does such or in	EXT  (COMPANY)  as industrial motors, air compressors, electron adustrial refrigeration at this location?  YES  NO	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: E: Does such or in	EXT  (COMPANY)  as industrial motors, air compressors, electron adustrial refrigeration at this location?  YES  NO	
CONTA TITLI ADDRI CITY PHONI	ACT: E: ESS: E: Does such or in	EXT  (COMPANY)  as industrial motors, air compressors, electron adustrial refrigeration at this location?  YES  NO	

CONTA		LST:		
TITLE COMP <i>E</i>			-	
PHONE		EXT.	-	
29.	NECE	d you please briefly describe what is produced at t SSARY, PROBE: What is or are your final products?] RD THAT ANSWER AND ASK: What do you machine?]	his a	ddress? [IF MACHINE SHOP,
	1 2	CAN/WILL PROVIDE DESCRIPTION REFUSES TO PROVIDE	[SKIP	TO Q.32]
29.a				
		[IF SIC = 20; SKIP TO Q.30; OTHERWISE, CONTIN	IUE]	
29.b	(SIC	NOT ASK!!!] WE HAVE THIS COMPANY CLASSIFIED AS PRODUCTION.  THAT APPEAR TO BE THE SAME AS THE ANSWER ABOVE?	OUCING	
	1 2	YES NO	[SKIP	TO Q.32]
CONTA	\Ст•	LST:		
PITLE				
COMP <i>I</i> PHONE		EXT.	<u>.</u>	
29.c		records indicate that you produced CODE AND SHORT DESCRIPTION)		
		ne past. To what extent is this true now?		
		[IF SIC - 36, SKIP TO 0.29.e]		
		- [11 S10 36, SRIP 10 Q.79.P]		

61.	Ques	tion Q29_D		
CONTA TITLE COMPA PHONE	E: Any:		LST:	
29.d	More manu	generally, we facturing independent	would it be accurate to say that dustrial or commercial machinery,	you are engaged in equipment, or computers?
	1	YES		[SKIP TO Q.32]
	2	NO		
	ENTE	R ANY EXPLANA	ATION THEY GIVE:	
		/		
			[SKIP TO Q.32]	
62.	Ques	tion Q29_E		
CONTA TITLE COMPA PHONE	E: ANY:		LST:	
29.e	manu	facturing madage, transmis	yould it be accurate to say that chinery, apparatus, and supplies ssion, transformation, and utiliz	for the generation,
	1	YES		[SKIP TO Q.32]
	2	NO		
	ENTE	R ANY EXPLANA	ATION THEY GIVE:	

ADDRESS:  ZITY: PHONE:  EXT.  30. [DO NOT ASK!!!] DID THE DESCRIPTION SOUND LIKE THIS MAY BE A FOOD-SERVIC  RATHER THAN FOOD-PROCESSING BUSINESS (FOR EXAMPLE, RESTAURANT, BAR,  CAFE)?  1 YES  2 NO [SKIP TO Q.32]  64. Question Q31  CONTACT:  LST:  ZITIE:  COMPANY: BADDRESS:  ZITY: PHONE:  31. It is important for us to distinguish between a food-PROCESSING plant and a food- or beverage-SERVICE business. Is this primarily a restaurant, ba cafe or other establishment where food or beverage Items are consumed on site?  1 YES [SKIP TO FOODPROC]  2 NO  3 DOESN'T KNOW/REFUSES TO ANSWER [SKIP TO FOODPROC]	CITLE:	LST:
30. [DO NOT ASK!!!] DID THE DESCRIPTION SOUND LIKE THIS MAY BE A FOOD-SERVIC RATHER THAN FOOD-PROCESSING BUSINESS (FOR EXAMPLE, RESTAURANT, BAR, CAFE)?  1 YES 2 NO [SKIP TO Q.32]  54. Question Q31  CONTACT: LST:	CITY:	
TATHER THAN FOOD-PROCESSING BUSINESS (FOR EXAMPLE, RESTAURANT, BAR, CAFE)?  1 YES 2 NO [SKIP TO Q.32]  CONTACT: LST:	PHONE:	EXT
2 NO [SKIP TO Q.32]  64. Question Q31  CONTACT: LST:	R	ATHER THAN FOOD-PROCESSING BUSINESS (FOR EXAMPLE, RESTAURANT, BAR,
CONTACT: LST: LST: CONTACT: LST: COMPANY: COMPAN	1	YES
CONTACT:  FITLE:  COMPANY:  ADDRESS:  CITY:  PHONE:  EXT.  31. It is important for us to distinguish between a food-PROCESSING plant and a food- or beverage-SERVICE business. Is this primarily a restaurant, ba cafe or other establishment where food or beverage items are consumed on site?  1 YES  [SKIP TO FOODPROC] 2 NO	2	NO [SKIP TO Q.32]
CONTACT:  LST:  COMPANY:  ADDRESS:  CITY:  CHONE:  EXT.  S1. It is important for us to distinguish between a food-PROCESSING plant and a food- or beverage-SERVICE business. Is this primarily a restaurant, ba cafe or other establishment where food or beverage items are consumed on site?  1 YES  [SKIP TO FOODPROC]  2 NO		
CONTACT:  LST:  TITLE:  COMPANY:  ADDRESS:  CITY:  PHONE:  EXT.  31. It is important for us to distinguish between a food-PROCESSING plant and a food- or beverage-SERVICE business. Is this primarily a restaurant, ba cafe or other establishment where food or beverage items are consumed on site?  1 YES  [SKIP TO FOODPROC]  2 NO		
CONTACT:  COMPANY:  COMPAN		
ADDRESS: CITY: PHONE:  EXT.  31. It is important for us to distinguish between a food-PROCESSING plant and a food- or beverage-SERVICE business. Is this primarily a restaurant, ba cafe or other establishment where food or beverage items are consumed on site?  1 YES [SKIP TO FOODPROC] 2 NO		
PHONE: EXT.  31. It is important for us to distinguish between a food-PROCESSING plant and a food- or beverage-SERVICE business. Is this primarily a restaurant, ba cafe or other establishment where food or beverage items are consumed on site?  1 YES [SKIP TO FOODPROC] 2 NO	TITLE:	LST:
a food- or beverage-SERVICE business. Is this primarily a restaurant, ba cafe or other establishment where food or beverage items are consumed on site?  1 YES [SKIP TO FOODPROC] 2 NO	CITLE: COMPANY: ADDRESS:	LST:
2 NO	CITLE: COMPANY: ADDRESS: CITY:	LST:
	COMPANY: ADDRESS: CITY: PHONE: 31. It i a fo cafe	EXT.  EXT.  S important for us to distinguish between a food-PROCESSING plant and cod- or beverage-SERVICE business. Is this primarily a restaurant, bar or other establishment where food or beverage items are consumed on
3 DOESN'T KNOW/REFUSES TO ANSWER [SKIP TO FOODPROC]	CITLE: COMPANY: ADDRESS: CITY: PHONE: 31. It i a fo cafe site	EXT.   s important for us to distinguish between a food-PROCESSING plant and odd- or beverage-SERVICE business. Is this primarily a restaurant, bar or other establishment where food or beverage items are consumed on an expectation.
	COMPANY: ADDRESS: CITY: PHONE: 31. It i a fo cafe site	
	COMPANY: ADDRESS: CITY: PHONE: 31. It is a for cafe site	EXT.
	COMPANY: ADDRESS: CITY: PHONE: 31. It is a for cafe site	EXT.

65.	Question	Q32	

CONTACT:	LST:	
TITLE:		
COMPANY:		
ADDRESS: CITY:		
PHONE:	EXT.	
Nex som	ext, I'd like to ask you a few questions to help us determine isome of the particular technologies that we're researching.	f you use
the mot	rst, about how many motors 1 horsepower or larger have you instance last years? We're interested in your replacement motors, at well as motors installed with new equipment. [ZERO ANTIMATES ACCEPTABLE]	rewound
1	WILL PROVIDE NUMBER	
2	DOESN'T KNOW REFUSES TO PROVIDE [SKIP TO (	2.33]
32.a	* ENTER NUMBER OF MOTORS:  [SKIP TO Q.33]	
66. Que	estion Q32_B	
66. Que		
CONTACT:	: LST:	
CONTACT: FITLE: COMPANY:	: LST:	
CONTACT: TITLE: COMPANY:	: LST:	
CONTACT:	: LST:	
CONTACT: FITLE: COMPANY: ADDRESS: CITY: PHONE: 32.b Do	: LST:	arger
CONTACT: FITLE: COMPANY: ADDRESS: CITY: PHONE: 32.b Do	: LST: : EXT  you know whether there have been any motors 1 horsepower or la	arger
CONTACT: FITLE: COMPANY: ADDRESS: CITY: PHONE: 32.b Do ins	EXT.  you know whether there have been any motors 1 horsepower or lastalled in the last Appears?	arger
CONTACT: CITLE: COMPANY: ADDRESS: CITY: PHONE: 32.b Do ins	EXT.  you know whether there have been any motors 1 horsepower or lastalled in the last years?  YES, SOME MOTORS HAVE BEEN INSTALLED	arger
CONTACT: FITLE: COMPANY: ADDRESS: CITY: PHONE: 32.b Do ins	EXT.  you know whether there have been any motors 1 horsepower or lastalled in the last years?  YES, SOME MOTORS HAVE BEEN INSTALLED  NO, NO MOTORS HAVE BEEN INSTALLED	arger
CONTACT: FITLE: COMPANY: ADDRESS: CITY: PHONE: 32.b Do ins	EXT.  you know whether there have been any motors 1 horsepower or lastalled in the last years?  YES, SOME MOTORS HAVE BEEN INSTALLED  NO, NO MOTORS HAVE BEEN INSTALLED	arger
CONTACT: FITLE: COMPANY: ADDRESS: CITY: PHONE: 32.b Do ins	EXT.  you know whether there have been any motors 1 horsepower or lastalled in the last years?  YES, SOME MOTORS HAVE BEEN INSTALLED  NO, NO MOTORS HAVE BEEN INSTALLED	arger

O. Oneprion 52	67.	Question	Q33
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CONTACT	: LST:
COMPANY	
ADDRESS CITY: PHONE:	EXT
el	cond, does any part of your manufacturing process equipment have ectronic controls that automatically unload or turn off equipment when e equipment is not in use?
1	YES THE PLUCESS
2	NO
3	DOESN'T KNOW/REFUSES TO ANSWER
ONTACT	estion Q34 : LST:
ITLE:	:
ADDRESS	
HONE:	EXT.
re	you operate a power generation plant that provides electricity for gular use? This does not include power plants used just for emergency ckup purposes.
1	YES
2	NO
3	DOESN'T KNOW/REFUSES TO ANSWER
	+ -0
	# 20 [IF SIC <mark>, 35 or 36</mark> , SKIP TO Q.36]
	<i>&gt;</i>

CONTAC		LST:
TITLE:		
COMPAN		
ADDRES	SS:	
PHONE:	:	EXT
35. D	o yo	ou have refrigeration systems totaling 20 horsepower or more that you for process cooling or for food storage?
1	L	YES
2	2	NO
3	3	DOESN'T KNOW/REFUSES TO ANSWER
70. Q		LST:
TITLE:		
COMPAN		
ADDRES	ss:	
PHONE:		EXT.
r W	e-us aste	lly, we've defined a water recovery system as any process that ses water-based discharge fluids, thereby reducing or eliminating ewater discharge from the site. Given that definition, do you a water recovery system at your facility?
1		YES
2		NO
3	i	DOESN'T KNOW/REFUSES TO ANSWER

CONT	ACT:	LST:	1
TITLI COMPA			
ADDRI	ESS:		<del></del>
CITY PHON		EXT.	
37.	at you spect designed would part.	as I mentioned, we'd also like to conduct a more our facility, where our surveyor would gather information if the energy-using equipment and how it's used. The great to take between 1 and 2 hours, and you would not take. Your participation would be greatly do be happy to provide you with a package of thanking in the on-site survey?	ormation about your ne survey has been have to be available y appreciated, and we you gifts, if you
	1	YES, AGREES TO PARTICIPATE	[SKIP TO Q.44]
	2	NEEDS MORE INFORMATION BEFORE DECIDING	
	3	NEEDS TO CHECK WITH SOMEONE OR THINK ABOUT IT	[SKIP TO Q.42]
	4	NO, DECLINES TO PARTICIPATE	[SKIP TO Q.51]
CONT	л Ст •	LST:	
TITLE	Ε:	LST:	
COMPA PHONE		EXT	
38.		ent a letter announcing the project to people like gers when we had address information. Did one of	-
	1	YES	
	2	NO	
	3	DOESN'T REMEMBER	

CONTA	CT:	LST:	
TITLE COMPA			
PHONE		EXT	
39.	We'l info	l be happy to fax you (a copy of the letter/son rmation.) What is your fax number, please?	ne additional
	FAX :	NUMBER:	
	1 2 3 4	CORRECT INCORRECT DOESN'T HAVE ACCESS TO FAX MACHINE REFUSES TO PROVIDE	[SKIP TO DECLINE]
39.a		* ENTER FAX NUMBER, INCLUDING AREA CODE:	
		[SKIP TO Q.42]	
74.	Ques	tion Q40	
		T OM.	
CONTA	CT:		
74. CONTA FITLE COMPA PHONE	CT: : NY:	LST:	
CONTA FITLE COMPA PHONE	CT: : NY: : Then inst	LST:	cional information)
CONTA FITLE COMPA PHONE	CT: : NY: : Then inst	EXT we'll mail you (a copy of the letter/the addited ead. Is the physical address I indicated earli	cional information)
CONTA FITLE COMPA PHONE	CT: : NY: : Then inst	EXT  we'll mail you (a copy of the letter/the addit ead. Is the physical address I indicated earliess, or is that address different?	cional information) der also your mailing
CONTA FITLE COMPA PHONE	CT: : NY: : Then inst	EXT  we'll mail you (a copy of the letter/the addit ead. Is the physical address I indicated earliess, or is that address different?  PHYSICAL AND MAILING ADDRESSES THE SAME	cional information) der also your mailing
CONTA FITLE COMPA PHONE	CT: : NY: : Then instander	EXT.  we'll mail you (a copy of the letter/the addited ead. Is the physical address I indicated earlies, or is that address different?  PHYSICAL AND MAILING ADDRESSES THE SAME  MAILING ADDRESS DIFFERENT	cional information) Ler also your mailing [SKIP TO Q.42]
CONTA FITLE COMPA PHONE	CT: : NY: : Then instander	EXT.  we'll mail you (a copy of the letter/the addited ead. Is the physical address I indicated earlies, or is that address different?  PHYSICAL AND MAILING ADDRESSES THE SAME  MAILING ADDRESS DIFFERENT	cional information) ler also your mailing  [SKIP TO Q.42]

## 75. Question Q41ADD

TITL		LST:	
COMP PHON	ANY: E:	EXT.	
41.	What	is your mailing address?	
a.	STRE	ET/P.O. BOX:	
b.	CITY	:	_
c.	STAT	E:	
		<del>_</del>	
d.	ZIP	CODE:	
	ACT:		
	ANY:	EXT.	
		<del></del>	
42.	To he	y, we'll send out (the letter/that information elp us with scheduling these surveys, we'd liler as soon as possible. Can we set up a time you back and find out whether you'll be able	ce to get your final right now when we can
			F L.
	1	WILLING TO SET UP CALLBACK	
	2	WILLING TO GIVE DEFINITE ANSWER NOW	[SKIP TO Q.37]
	3	REFUSES TO CONTINUE	[SKIP TO DECLINE]
	DAY/	E NOTE OF DAY/TIME; IF PERSON IS UNABLE/UNWILI FIME, TRY TO AT LEAST FIND OUT WHETHER THERE A OR TIMES OF THE DAY WHEN THE CONTACT IS MORE	ARE CERTAIN DAYS OF THE
		[PRESS "1" TO CONTINUE]	

CONTA TITLE COMPA	E:	LST:
43.	And ] best	Let me just check Is (PHONE NUMBER) (extension (EXT NUM)) the number at which to reach you?
	1 2	YES NO
	What	is your direct number, please?
43.a		* ENTER TELEPHONE NUMBER, INCLUDING AREA CODE: ()
43.b		* ENTER EXTENSION (IF NONE, RECORD "0"):
	Okay,	we'll be in touch again. Thank you very much for your time.
		SIMULATENOUSLY PRESS "CTRL" AND "END" TO RECORD DISPOSITION OF (DISPOSITION CODE)  AND SCHEDULE CALLBACK.]
CONT	ACT:	LST:
TITLE COMP		
PHONE		EXT.
44.	you w	you. The specific date and time of the visit will be determined with when one of our field surveyors calls. For now, I'd just like to get general scheduling information. Are there certain days of the week typically would be better for you?
	1	YES
	2	NO [SKIP TO Q.46]

TITL	ANY:	EXT.	LST:
45.		day or days? [SELECT ALL	тнат арргуј
		e day of days. [SEEDOT INDE	
	1	MONDAYS	
	2	TUESDAYS	
	3	WEDNESDAYS	
	4	THURSDAYS	
	5	FRIDAYS	
	6	SATURDAYS	
	7	SUNDAYS	
	8	NO MORE APPLY	

CONTACT: TITLE:		LST:	
OMP OOH	ANY: E:	EXT.	
6.		rally, are mornings or afternoons better for you?	
	1	MORNINGS	
	2	AFTERNOONS	
	3	NO PREFERENCE	

CONTA	Ξ:	LST:
47.		PHONE NUMBER) (extension (EXT NUM)) the best number at which to reach
	1 2	YES NO
	What	is your direct number, please?
47.a		* ENTER TELEPHONE NUMBER, INCLUDING AREA CODE: ()
47.b		* ENTER EXTENSION (IF NONE, RECORD "0"):
82. CONTA	ACT:	LST:
COMPA PHONE	ANY:	EXT.
l .		OT ASK!!!] IS THERE ANY MORE INFORMATION ABOUT SCHEDULING WITH THIS ACT OR AT THIS FACILITY THAT THE SURVEYOR SHOULD KNOW?
	1 2	YES NO
50.a		

83.	Question	Q51
-----	----------	-----

TITLE:	LST:	
COMPANY:	EXT.	
	ay, we'll remove you from our list, but .	
aboı	like to take about 1 more minute of your ut our recruiting process, to see which a people of California.	time to ask a few questions spects are cost effective for
1	NO COMMENT OR AGREES TO CONTINUE	[*]
2	REFUSES TO CONTINUE	[**]
ļ	[* IF Q.38 ANSWERED, SKIP TO Q.53] [** IF Q.37 = 1, SKIP TO ACCEPT; IF Q.37	= 4, SKIP TO DECLINE]
34. Ques	stion Q52	
	LST:	
TITLE:		
TITLE:		
TITLE: COMPANY: PHONE: 52. We s	EXTsent a letter announcing the project to pagers when we had address information. D	eople like plant and facilities id one of these letters get to
TITLE: COMPANY: PHONE: 52. We s mana	EXTsent a letter announcing the project to pagers when we had address information. D	eople like plant and facilities id one of these letters get to
PITLE: COMPANY: PHONE: 52. We s mana you?	EXTsent a letter announcing the project to pagers when we had address information. D.	eople like plant and facilitie: id one of these letters get to
PITLE: COMPANY: PHONE: 52. We s mana you?	EXT sent a letter announcing the project to pagers when we had address information. Do	id one of these letters get to
mana you? 1 2	EXT sent a letter announcing the project to peagers when we had address information. Do	id one of these letters get to  [*]  [*]
PITLE: COMPANY: PHONE: 52. We s mana you?	EXT  sent a letter announcing the project to pagers when we had address information. D.  YES  NO  DOESN'T REMEMBER	id one of these letters get to  [*]  [*]

ACT: E:	LST:
ANY: E:	EXT.
indi	going to name 3 aspects of the letter we sent, and I'd like you to cate whether or not you would have remembered those aspects if I 't mentioned them earlier in the call.
[DIS	PLAY ITEMS FROM LIST THAT FOLLOWS, ONE ITEM AT A TIME]
1	WOULD HAVE REMEMBERED
2	WOULDN'T HAVE REMEMBERED
	[IF Q.37 = 4, SKIP TO Q.55; OTHERWISE, CONTINUE]
	E: ANY: E: I'm indi hadn [DIS

### 86. Question Q53LIST

- a. First, the endorsement by the California Manufacturers and Technology Association?
- b. How about the endorsement by the California Chamber of Commerce?
- c. Before I mentioned it, did you remember the fact that the letter was signed by the Chairman of the California Energy Commission?

87.	Question	Q54	

	CT:	LST:		
TITLE: COMPANY: PHONE:				
		EXT		
54. If		ou had received a call from us without having first received the er, would you still have agreed to participate?		
_	1	DEFINITELY YES		
2	2	PROBABLY YES		
3	3	PROBABLY NO		
4	4	DEFINITELY NO		
Ę	5	DOESN'T KNOW/REFUSES TO ANSWER		
		[SKIP TO ACCEPT]		
	Jues	tion Q55		
	CT:	LST:		
TITLE:	CT:	LST:		
TITLE: COMPAN PHONE:	CT: : NY:	LST:		
TITLE: COMPAN PHONE:	CT: : NY: :	LST:		
TITLE: COMPAN PHONE: 55. F	CT: : NY: :	LST:  EXT much did getting the letter influence your decision about whether or		
TITLE: COMPAN PHONE: 55. F	CT: : NY: : How	EXT much did getting the letter influence your decision about whether or to answer our earlier questions? Did the letter		
TITLE: COMPAN PHONE: 55. H r	CT: : NY: : How not	EXT much did getting the letter influence your decision about whether or to answer our earlier questions? Did the letter  Help a lot,		
TITLE: COMPAN PHONE: 55. F	CT: : NY: : How not	EXT  much did getting the letter influence your decision about whether or to answer our earlier questions? Did the letter  Help a lot, Help somewhat,		
TITLE: COMPAN PHONE: 55. F	CT: : NY: : How not	EXT  much did getting the letter influence your decision about whether or to answer our earlier questions? Did the letter  Help a lot, Help somewhat, Help a little,		
r 1 2 3 4	CT: :NY: : How not	EXT.  much did getting the letter influence your decision about whether or to answer our earlier questions? Did the letter  Help a lot, Help somewhat, Help a little, Have no effect, or		

#### ACCEPTS ON-SITE SURVEY

That completes our questions. Someone will be in touch in the near future to set up a time to conduct the on-site survey. In the meantime, Jack Wang, the Survey Manager, will be able to answer any further questions you may have. Let me give you his number. [WHEN RESPONDENT READY:] Please feel free to contact him at 1-888-414-0051, a toll-free number. After you're connected, select 1 and then 2 from the menu to get Dr. Wang.

(Also, Chairman Keese sent a letter to (LST NAME)

We'd be grateful if you would let (him/her) know we did try to contact (him/her), as we indicated we would.)

On behalf of the California Energy Commission, I want to thank you very much for your time and your willingness to participate.

[PRESS "1" TO END]

### 90. Question DECLINE

# DECLINES ON-SITE SURVEY (OR CAN'T/WON'T PROVIDE NECESSARY INFORMATION)

That completes our questions. Even though you don't wish to participate in the on-site survey, I appreciate you taking the time to talk with me. If you should change your mind, or have any further questions about the study, you can contact Jack Wang, the Survey Manager. Let me give you his number. [IF RESPONDENT INTERESTED:] Please feel free to contact him at 1-888-414-0051, a toll-free number. After you're connected, select 1 and then 2 from the menu to get Dr. Wang.

(Also, Chairman Keese sent a letter to (LST NAME) \_\_\_\_\_. We'd be grateful if you would let (him/her) know we did try to contact (him/her), as we indicated we would.)

On behalf of the California Energy Commission, I want to thank you for your assistance.

[PRESS "1" TO END]

#### REFUSES TO PARTICIPATE IN PHONE INTERVIEW

(Chairman Keese sent a letter to (LAST NAME) \_\_\_\_\_\_. We'd be grateful if you would let (him/her) know we did try to contact (him/her), as we indicated we would.)

On behalf of the California Energy Commission, thank you anyway for your time.

[PRESS "1" TO TERMINATE]

#### 92. Question WRONGNUM

DIFFERENT BUSINESS/NOT A BUSINESS (WRONG NUMBER)
(NO CONNECTION WITH SAMPLED BUSINESS/FACILITY)

I'm sorry to have bothered you . . .

[IF DIFFERENT BUSINESS:] Because our research is focusing on specific businesses at particular locations, those are all the questions I need to ask you at this time. If we need additional information, we'll be in contact again at a mutually convenient time.

[FOR ALL:] On behalf of the California Energy Commission, thank you for your (time/assistance).

#### OUT OF BUSINESS/FACILITY CLOSED OR MOVED

Because our research is focusing on specific businesses at particular locations, those are all the questions I need to ask you at this time. If we need additional information, we'll be in contact again at a mutually convenient time.

(Also, Chairman Keese sent a letter to (LST NAME)

We'd be grateful if you would let (him/her) know we did try to contact (him/her), as we indicated we would.)

On behalf of the California Energy Commission, thank you anyway for your assistance.

[PRESS "1" TO TERMINATE]

#### 94. Question CONTUNKN

#### UNABLE TO IDENTIFY APPROPRIATE CONTACT

On behalf of the California Energy Commission, thank you anyway for your time.

#### CALLBACK

Okay, we'll try calling (then/again/that number). Thank you for your assistance.

[NOTE: IF NO CALLBACK DATE/TIME WAS DETERMINED, YOU'LL NEED TO MAKE ONE UP.]

[PRESS "1" TO TERMINATE]

#### 96. Question WRONGBUS

#### WRONG BUSINESS

Because our research is focusing on specific businesses at particular locations, those are all the questions I need to ask you at this time. If we need additional information, we'll be in contact again at a mutually convenient time.

On behalf of the California Energy Commission, thank you anyway for your assistance.

#### NOT INDUSTRIAL PRODUCTION FACILITY

Those are all the questions I need to ask. As I indicated, our study involves only industrial production facilities.

(Chairman Keese sent a letter to (LST NAME) . We'd be grateful if you would let (him/her) know we did try to contact (him/her), as we indicated we would.)

On behalf of the California Energy Commission, thank you for your assistance.

[PRESS "1" TO TERMINATE]

#### 98. Question FOODPROC

#### NOT FOOD PROCESSING FACILITY

Those are all the questions I need to ask. Our study involves only food processing facilities.

(Chairman Keese sent a letter to (LST NAME) . We'd be grateful if you would let (him/her) know we did try to contact (him/her), as we indicated we would.)

On behalf of the California Energy Commission, thank you for your time.

QUOTA	MET
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Those are all the questions I need to ask right now. We want to talk with a certain number of businesses of different types and sizes, and it appears that we have enough of your type and size at this time. If we need additional information, we'll be in contact again at a mutually convenient time.

(Also, Chairman Keese sent a letter to (LST NAME) \_\_\_\_\_. We'd be grateful if you would let (him/her) know we did try to contact (him/her), as we indicated we would.)

On behalf of the California Energy Commission, thank you for your time.

[PRESS "1" TO TERMINATE]

100.	Ouestion	ONEMOM
<b>T</b> O O •	QUODUTOIL	OLIDITOLI

ONE MOMENT, PLEASE . . .